



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used East Camden Finance Branch for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☒ YES ☐ NO

If yes, please explain:

*I mail things for my sister who doesn't drive*

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the East Camden Finance Branch?



Favorable



Unfavorable



No Opinion

Name:

Address:

Telephone:

Date: 3-15-2011

Please include any additional comments below:

Please don't close this Post office.  
I thank you

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs

420 Natural Resources Dr.

Little Rock AR 72205-9831

Post Office 120 East Camden, AR 71711



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used East Camden Finance Branch for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

---

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

---

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping
<input type="checkbox"/>	Personal needs
<input type="checkbox"/>	Banking
<input type="checkbox"/>	Employment
<input type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the East Camden Finance Branch?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name:

Address:

Telephone:

Date:

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs  
420 Natural Resources Dr.  
Little Rock AR 72205-9631

2011-8-30 000124 East Camden, AR 71711





## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used East Camden Finance Branch for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps <i>by Rolls</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

---

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the East Camden Finance Branch?



Favorable



Unfavorable



No Opinion

Name:

Address:

Telephone:

Date:

3/14/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

District Consumer Affairs



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used East Camden Finance Branch for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

*It would be catastrophic for East Camden to lose their post office. There are hundreds of families that use this post office plus many, many plants (govt facilities) in the area that use it daily.*

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

these opportunities are not  
available in our community  
- 1 block from post office  
- drive right by post office - 2 miles from work  
N/A

4. Do you currently use local businesses in the community?



Yes

No

5. What is your opinion of the possible discontinuance of the East Camden Finance Branch?



Favorable



Unfavorable



No Opinion

Name:

Address:

Telephone:

Date:

3-14-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs

420 Natural Resources Dr

Little Rock AR 72205-9631

Docket # A2011-80 000128 East Camden, AR 71711



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used East Camden Finance Branch for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------

If yes, please explain:

When we go into Camden (Main) we pass the Washington Post office going to Wal-Mart which is maybe every one to two weeks, but with gas prices, we on limited income also, to do away with the branch office here in E. Camden and have to go six miles to pick up mail. WHY!!

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐

Shopping

got all I need right now! <sup>mostly by mail</sup>☐

Personal needs

At 86 not much - just Soap!

☐

Banking

Direct Deposit

☐

Employment

Retired

☐

Social needs

not much social life here!

4. Do you currently use local businesses in the community?

☐

Yes

☒

No

5. What is your opinion of the possible discontinuance of the East Camden Finance Branch?

☐

Favorable

☒

Unfavorable

☐

No Opinion

Name:

Address:

Telephone:

Date:

3/15/11

Please include any additional comments below:

See enclosed -

P.S.

Just going through another change that usually takes forever is overwhelming - besides that, there is talk of this place going through enlargement. What would you do then? Open up another branch??? The Paper gave news just last week about opening up hotels, Community Center, movie house etc, etc - Why close this one down to have to, in all probability, open another up later? Think!

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs  
420 Natural Resources Dr.  
Little Rock AR 72205-9631

Docket # A2011-30 000130 East Camden, AR 71711

3/15/11

8/8/2011

When we moved to Camden in June of [REDACTED] we located at [REDACTED] [REDACTED] [REDACTED] East Camden unaware there was a branch post office.

We rented [REDACTED] [REDACTED] [REDACTED] at Main Post Office on Washington St. After becoming aware of our surroundings we decided to make it easier on me and my diabetic husband by renting P.O. [REDACTED] [REDACTED], East Camden closer to our home.

It was a gigantic headache notifying ALL of our address change! To go through that again will constitute another enormous headache.

I am about to come to a conclusion things nowadays are going from sublime to ridiculous! When will things ever settle down to where we can depend on just a little normal anymore? Seems like everything has to be "up in the air" all the time -

Parson me if I sound aggravated! I AM!

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Cost: CDOCKET# A2011

01

R 71711

8/8/2011

March 11, 2011

Dear Postal Customer:

The U.S. Postal Service would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

A review of the business activities of the East Camden Finance Branch revealed the office's workload has declined. This reduced workload suggests the continued operation of this facility may not be warranted.

The Postal Service would like to provide pickup and delivery services, as well as the sale of stamps and all other postal services, from the Camden Main Post Office located at 351 W. Washington Street. Hours of service at this office are 8:00 am – 4:30 pm, Monday through Friday, and 10:00 am – Noon on Saturday. Post Office box service is also available at this location at the same fees.

In order to provide feedback regarding this proposed change, please return the enclosed questionnaire by using the pre-addressed envelope provided. Questionnaires will be accepted through March 28, 2011.

If you have any questions, you may contact Consumer Affairs at (501) 228-4283.

Sincerely,



Cary Chism  
Manager, Consumer Affairs & Claims

Enclosure: Questionnaire and Return Envelope







## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used East Camden Finance Branch for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |   |
|----------------------------------|---|
| a. Entering permit mailings      | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| a. Resetting/using postage meter | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |   |
|---|---|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities. ect. | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |   |
|--------------------------------|---|
| d. Using public bulletin board | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the East Camden Finance Branch?



Favorable



Unfavorable



No Opinion

Name:

Address:

Telephone:

Date:

3-14-11

Please include any additional comments below:

800am TO 430 pm AT THE Main Office doesnt ALLOW  
For People working in THE Industrial Park to do any  
BUSINESS DURING THE WORK BECAUSE WE WORK FROM 600AM TO 430  
AND IT IS A minimum of 15 min one way

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs  
420 Natural Resources Dr.  
Little Rock AR 72205-9631

Docket # A2011-30 000134 East Camden, AR 71711



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used East Camden Finance Branch for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/>	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
--------------------------	---	-----------------------------

If yes, please explain:

8/8/2011

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	<u>Little Rock, Camden</u>
<input type="checkbox"/>	Personal needs	_____
<input type="checkbox"/>	Banking	_____
<input type="checkbox"/>	Employment	_____
<input type="checkbox"/>	Social needs	_____

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the East Camden Finance Branch?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: 3/15/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs  
420 Natural Resources Dr.  
Little Rock AR 72205-9631

Packet # A2011-30-000136 East Camden, AR 71711



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used East Camden Finance Branch for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

---

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

---

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the East Camden Finance Branch?



Favorable



Unfavorable



No Opinion

Name:

Address:

Telephone:

Date: 3-22-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

**Arkansas District Consumer Affairs  
420 Natural Resources Dr  
Little Rock AR 72205-9631**

Docket # A2011-30-000138 East Camden, AR 71711



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used East Camden Finance Branch for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO
- If yes, please explain: \_\_\_\_\_

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO
- If yes, please explain: \_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: \_\_\_\_\_

8/8/2011



3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	Camden
<input checked="" type="checkbox"/>	Personal needs	Camden
<input checked="" type="checkbox"/>	Banking	Chidester, East Camden
<input checked="" type="checkbox"/>	Employment	East Camden
<input checked="" type="checkbox"/>	Social needs	Camden

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the East Camden Finance Branch?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name:

Address:

Telephone:

Date:

5/22/11

Please include any additional comments below:

Take a look at the industrial base of East Camden. Also, it houses SAU Tech, ARKANSAS Fire Training Academy, ARKANSAS Law Enforcement Training Academy and ARKANSAS Environmental Academy. You are putting our Nation's Defense at Risk by this closure. WAKE UP!

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs  
420 Natural Resources Dr  
Little Rock AR 72205-9631

8/8/2011



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used East Camden Finance Branch for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

---

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

---

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping	N/A
<input type="checkbox"/>	Personal needs	N/A
<input type="checkbox"/>	Banking	
<input type="checkbox"/>	Employment	N/A
<input type="checkbox"/>	Social needs	N/A

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the East Camden Finance Branch?

☐ Favorable ☒ ~~Highly~~ Unfavorable ☐ No Opinion

Name:

Address:

Telephone:

Date:

3-22-11

Please include any additional comments below:

DAILY SERVICE IS ESSENTIAL FOR OUR COMPANY AND OUR CUSTOMERS. SERVICES AVAILABLE FROM THE CAMDEN MAIN POST OFFICE WOULD REQUIRE ABOUT FORTY FIVE MINUTES, WHICH WOULD BE UNACCEPTABLE.

THE HIGHLAND INDUSTRIAL PARK COMMUNITY NEEDS AND DESERVES FULL POSTAL SERVICE TO BE CONTINUED IN ITS PRESENT LOCATION.

THANK YOU.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs  
420 Natural Resources Dr  
Little Rock AR 72205-9631

Docket # A2011-30 000144 East Camden, AR 71711



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used East Camden Finance Branch for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/>	YES <input checked="" type="checkbox"/>	NO
a. Resetting/using postage meter	<input type="checkbox"/>	YES <input checked="" type="checkbox"/>	NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/>	YES <input type="checkbox"/>	NO
b. Using for school bus stop	<input type="checkbox"/>	YES <input checked="" type="checkbox"/>	NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/>	YES <input checked="" type="checkbox"/>	NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/>	YES <input checked="" type="checkbox"/>	NO
e. Other	<input type="checkbox"/>	YES <input type="checkbox"/>	NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/>	YES <input checked="" type="checkbox"/>	NO
--------------------------	---	----

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping
<input type="checkbox"/>	Personal needs
<input checked="" type="checkbox"/>	Banking <u>CAMDEN</u>
<input type="checkbox"/>	Employment
<input checked="" type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the East Camden Finance Branch?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name:

Address:

Telephone:

Date: 3-24-2011

Please include any additional comments below:

*The P.O. used to stay open longer. Most of us around here get off work at 4:30. Now that the P.O. closes at 4:30 it is impossible for us to get to it before it closes. Of course the workload has declined! What are you people thinking?!*

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs

420 Natural Resources Dr.

Little Rock, AR 72205-9663

Box 417 Little Rock 72205-0046 East Camden, AR 71711



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used East Camden Finance Branch for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping
<input type="checkbox"/>	Personal needs
<input type="checkbox"/>	Banking
<input type="checkbox"/>	Employment
<input type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the East Camden Finance Branch?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name:

Address:

Telephone:

Date:

3/22/11

Please include any additional comments below:

Having a Post Office in East Camden has been an added convenience. As business people we understand cost & convenience don't necessarily go hand in hand. Although it is in the right of the U.S. Post Office to make the decision to remove this convenience from ours as well as all other Highland Blvd Park Commerce we wish you to reconsider.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs  
420 Natural Resources Dr  
Little Rock AR 72205-9631

Phone: 82011-30-000146 East Camden, AR 71711





06/29/2011

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the East Camden Branch. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- You expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster so can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

If you have additional questions or comments, please feel free to contact Jackie Stubitsch at (501) 228-4171.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dennis Schnebele".

DENNIS SCHNEBELEN  
Manager, Post Office Operations  
420 Natural Resources Dr  
Little Rock, AR, 72205-4100

### Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the EAST CAMDEN Post Office on 03/11/2011. Additionally, during the survey period, questionnaires were available at the EAST CAMDEN Post Office to walk-in retail customers.

1.	<b>Number of Questionnaires</b>	
	Total Questionnaires distributed	111
	Favorable to proposal	1
	Unfavorable to proposal	53
	Expressing no opinion	3
	Total questionnaires received	57

#### Postal Concerns

The following postal concerns were expressed

1. Concern (UnFavorable):

Customers expressed concern for loss of community identity

Response:

You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

2. Concern (UnFavorable):

Customers felt the level of service was decreasing

Response:

You expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

3. Concern (UnFavorable):

Customers felt the loss of a post office would have a detrimental effect on the business community

Response:

You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

4. Concern (UnFavorable):

Customers wanted to know why the customer lines were so long at the administrative Post Office

Response:

You expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster so can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

5. Concern (UnFavorable):

Customers were concerned about having to travel to another post office for service

Response:

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

6. Concern (UnFavorable):

Customers were concerned about senior citizens

Response:

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to . Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

#### Nonpostal Concerns

The following nonpostal concerns were expressed

Date: \_\_\_\_\_ 1  
Time \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Place: \_\_\_\_\_

Names of Customers Present:

[illegible]

## Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

### Postal Concerns

- Concern (No Opinion):
1. this is a Station of the Camden Post Office, no community meeting is required
- Response:

### Nonpostal Concerns



---

04/01/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

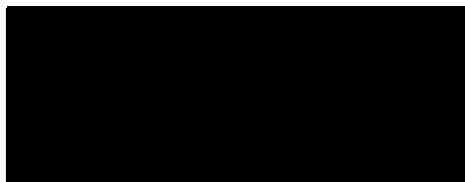
not applicable

If you would like an opportunity to discuss alternatives with us, a postal representative will be at on 04/25/2011 from to to answer questions and provide information about our service.

If you have any questions, you may contact Jackie Stubitsch at (501) 228-4171.

Thank you for your assistance.

Sincerely,



DENNIS SCHNEBELEN  
Manager, Post Office Operations



**A. Office**

Name: EAST CAMDEN State: AR Zip Code: 71701  
Area: SOUTHWEST District: ARKANSAS PFC  
Congressional District: AR04 County: Ouachita  
EAS Grade: 0 Finance Number: [REDACTED]  
Post Office: ☐ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: [REDACTED]  
Title: ARKANSAS PFC Post Office Review Coordinator  
Tele No: [REDACTED]

Date: 06/29/2011  
Fax No: [REDACTED]

**MIKE ROSS**  
FOURTH DISTRICT OF ARKANSAS

**WASHINGTON**  
2436 RAYBURN HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515  
1-800-223-2220  
(202) 225-3772  
(202) 225-1314 FAX

<http://ross.house.gov>  
[mike.ross@mail.house.gov](mailto:mike.ross@mail.house.gov)



**Congress of the United States**  
**House of Representatives**

February 7, 2011

The Honorable Patrick R. Donahoe  
United States Postal Service  
475 L'Enfant Plaza, SW  
Washington, DC 20260

Dear Mr. Postmaster General:

I write to you today to share my concern regarding the mail count study currently underway at the East Camden, Arkansas facility in my district.

It is my understanding you are considering this facility for closure. I would like to state for the record I am adamantly opposed to this action in any form.

Highland Industrial Park, located in East Camden, is home to a large group of defense contractors that provide our brave men and women in uniform with the equipment necessary to defend our great nation. These industries, such as Lockheed Martin Missiles and Fire Control, General Dynamics, Raytheon, and Aerojet-General, employ in excess of 3,000 of my constituents who work diligently to support the Department of Defense production of the PAC-3 Missile Systems, Tomahawk Missile, and the Hydro-70 Rocket System. They depend on this facility to mail correspondence around the world each day.

In addition to Highland Industrial Park, East Camden is home to Southern Arkansas University Tech (SAU Tech), The Arkansas Fire Training Academy, and The Arkansas Law Enforcement Training Academy. One of the significant challenges my district faces in attracting and retaining industry in this area is the lack of infrastructure and support operations to service the needs of these types of businesses and industries.

While the East Camden facility doesn't sell a lot of postage at the window, their service to our nation's defense and training facilities for our future leaders, police and fire personnel is invaluable. It is imperative to the economic well-being of East Camden this facility remain open.

DOCKET NO.  
ITEM NO.  
PAGE

1438579  
28  
1

**HOT SPRINGS**  
300 EXCHANGE STREET  
SUITE A  
HOT SPRINGS NATIONAL PARK, AR 71901  
(501) 520-5892  
(501) 520-5873 FAX

**PINE BLUFF**  
GEORGE HOWARD JR. FEDERAL BUILDING  
100 EAST 8TH AVENUE  
ROOM 2521  
PINE BLUFF, AR 71601  
(870) 536-3376  
(870) 536-4058 FAX

**EL DORADO**  
UNION COUNTY COURTHOUSE  
SUITE 406  
101 NORTH WASHINGTON  
EL DORADO, AR 71730  
(870) 881-0681  
(870) 881-0683 FAX

**PRESCOTT**  
221 WEST MAIN STREET  
PRESCOTT, AR 71857  
(870) 887-6787  
(870) 887-6799 FAX

THIS STATIONERY PRINTED ON PAPER MADE WITH RECYCLED FIBERS



If you need additional information regarding this matter, please contact Patricia Herring, Constituent Advocate, in my El Dorado office, at (870) 881-0681; or, my District Director, Jeff Weaver, in my Hot Springs office, at (501) 520-5892.

Sincerely,  
  
Mike Ross

MR: pah

Cc: The Honorable Robert McAdoo, Mayor, City of East Camden  
The Honorable Chris Claybaker, Mayor, City of Camden  
The Honorable Mike Hesterly, Ouachita County Judge  
The Honorable Floyd Nutt, Calhoun County Judge  
Mr. Gene Hill, President, Highland Industrial Park  
Dr. Corbet J. Lamkin, Chancellor, SAU Tech  
Ms. Beth Osteen, Executive Director, Camden Area Chamber of Commerce  
Mr. Norm MacNeil, Executive Director, Ouachita Partnership for Economic Development

DOCKET NO.	<u>1438579</u>
ITEM NO.	<u>28</u>
PAGE	<u>2</u>



Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-\_\_\_\_, Minimum, no COLA)

Fringe benefits 33.5%

Rental costs, excluding utilities

Total annual costs

Less estimated cost of replacement service

\_\_\_\_\_ Total annual savings

A one-time expense of \$\_\_\_\_\_ will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By: \_\_\_\_\_

Invest \_\_\_\_\_

Date

Review \_\_\_\_\_

District \_\_\_\_\_

Date



---

05/11/2011

SENIOR VICE PRESIDENT  
GOVERNMENT RELATIONS AND PUBLIC POLICY  
475 L'ENFANT PLAZA SW RM 10804  
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close  
the EAST CAMDEN Post Office  
Docket No. 1438579

This is to advise you that on 05/11/2011, I will post for public comment a proposal to close the EAST CAMDEN Post Office in Ouachita, Congressional District No. AR04.

If you have any questions, please call [REDACTED] District Review Coordinator at [REDACTED]

[REDACTED]

District Manager  
ARKANSAS PFC District

cc: Manager, Customer Service Operations  
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920  
Proposal



NOT POSTED

05/11/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
EAST CAMDEN Proposal  
Docket No. 1438579 - 71701

Please post the enclosed proposal to close the EAST CAMDEN Post Office in the lobby. The proposal must be posted in a prominent place from 05/11/2011 through close of business on 07/12/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at [REDACTED]

[REDACTED]

Post Office Review Coordinator  
ARKANSAS PFC District

Enclosures: PS Form 4920  
Proposal  
Invitation for Comments  
Comment Forms  
Official Record

not posted

Date of Posting: 05/11/2011

Date of Removal: 07/12/2011

## UNITED STATES POSTAL SERVICE

### INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE EAST CAMDEN, AR BRANCH AND CONTINUE TO PROVIDE SERVICE BY INDEPENDENT POST OFFICE

To the customers of the East Camden Branch:

The Postal Service is considering the close of the East Camden Branch for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/11/2011 through 07/12/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the East Camden Branch and Camden Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JACKIE STUBITSCH  
420 NATURAL RESOURCES DR  
LITTLE ROCK, AR 72205-4100

For more information, you may call JACKIE STUBITSCH at (501) 228-4171 or write to the above address.

Thank you for your assistance.



DENNIS SCHNEBELEN  
420 NATURAL RESOURCES DR  
LITTLE ROCK, AR 72205-4100

PROPOSAL TO CLOSE  
THE EAST CAMDEN, AR BRANCH  
AND CONTINUE TO PROVIDE  
SERVICE BY INDEPENDENT POST OFFICE

DOCKET NUMBER 1438579 - 71701

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the East Camden, AR Branch and provide delivery and retail services by independent post office under the administrative responsibility of the Camden Post Office, located four miles away.

The office is being studied for possible closing or consolidation due to the following reasons: this is a finance station of Camden. No deliveries. Only PO Boxes and a retail unit.

The East Camden Branch, 08:00 - 16:30 Monday - Friday, 10:00 - 12:00 Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 111 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged [REDACTED] With minimal workload, the Postal Service feels that effective and regular service will be provided by independent post office. Office receipts for the last 3 years were: [REDACTED] units) in FY [REDACTED]

On April 25, 2011, representatives from the Postal Service were available at to answer questions and provide information to customers. 0 customer(s) attended the meeting.

On March 11, 2011, 111 questionnaires were distributed to delivery customers of the East Camden Branch. Questionnaires were also available over the counter for retail customers at the East Camden Branch. 57 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 53 unfavorable, and 3 expressed no opinion.

One congressional inquiry was received on March 08, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Camden Post Office, an EAS-21 level office. Window service hours at the Camden Post Office are from 08:00 16:30, Monday through Friday, and 10:00 12:00 on Saturday. There are [REDACTED] post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
2. **Concern:** Customers felt the level of service was decreasing

**Response:** The customer expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
3. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:** The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
4. **Concern:** Customers wanted to know why the customer lines were so long at the adminoffice Post Office



**Response:**

The customer expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster so can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

5. **Concern:**

Customers were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

6. **Concern:**

Customers were concerned about senior citizens

**Response:**

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

7. **Concern:**

**Response:**

8. **Concern:**

this is a Station of the Camden Post Office, no community meeting is required

**Response:**

**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a manager position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

East Camden is an unincorporated community located in Ouachita County. The community is administered politically by City of Camden. Police protection is provided by the City of Camden Police Dept. Fire protection is provided by the City of Camden Fire Dept. The community is comprised of commuters, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include; see attached PLUS: General Dynamics Rt 1 Box 195 A Hampton AR 71744 Harmony Grove School District 401 Ouachita 88 Highland Machine works 315 HWY 274 McKelvin & Sons Inc 114 Ouachita 203 . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the East Camden Branch will be available at the Camden Post Office. Government forms normally provided by the Post Office will also be available at the Camden Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

Any Employees assigned to this facility will be relocated with the Postal Service.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of [REDACTED] with a breakdown as follows:

Clerk Savings  
Fringe Benefits @ 33.5%  
Annual Lease Costs  
  
Total Annual Costs  
Less Annual Cost of Replacement Service  
  
Total Annual Savings



### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the East Camden, AR Branch and provide delivery and retail services by independent post office under the administrative responsibility of the Camden Post Office, located four miles away.

The East Camden Branch provided delivery and retail services to [REDACTED] PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged [REDACTED]. There are seven permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated [REDACTED] annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

A large black redaction box covering the signature of the Manager, Post Office Operations.

Manager, Post Office Operations

05/11/2011

Date



# Camden, AR

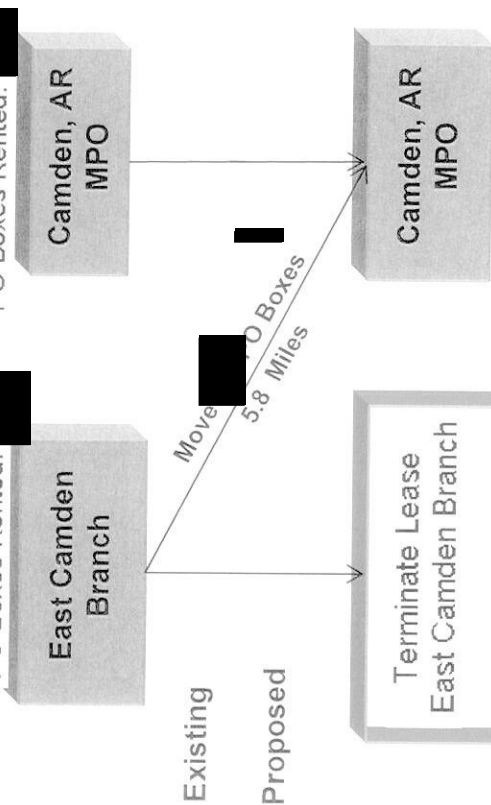
Node #SW-11-073

## Action & Costs

Action: SW-11-073B

Fin/Sub: [REDACTED]  
Facility SF: [REDACTED]  
Site SF: [REDACTED]  
Base Lease: [REDACTED]  
LED: [REDACTED]  
# of Carriers: [REDACTED]  
Walk-In Rev: [REDACTED]  
PO Boxes Installed: [REDACTED]  
PO Boxes Rented: [REDACTED]

Fin/Sub: [REDACTED]  
Facility SF: [REDACTED]  
Site SF: [REDACTED]  
BOV: N/A  
Book Val: [REDACTED]  
# of Carriers: [REDACTED]  
Walk-In Rev: [REDACTED]  
PO Boxes Installed: [REDACTED]  
PO Boxes Rented: [REDACTED]



Action Identification: SW-11-073B

Action: Consolidate retail operations at East Camden Branch into the Camden MPO. Terminate lease at East Camden Branch.

Facilities Impacted: East Camden Branch, Camden MPO

	Cost / Savings	
	One Time	Annual
Utilities		
Craft Labor		
Lease Costs/Savings (L41)		
Inter-Station Transportation		
Build-Out Costs (L63)		
Total		

Renovation Costs (L63): \$25K Capital investment to renovate the Camden MPO to add 8 racks of PO Boxes.

Craft Labor Savings: 1 Level-7 Clerk position eliminated.

**10-Year NPV: \$638,379**

DOCKET NO.  
ITEM NO.  
PAGE

1438579  
33  
6

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the EAST CAMDEN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date \_\_\_\_\_

NOT POSTED



05/11/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

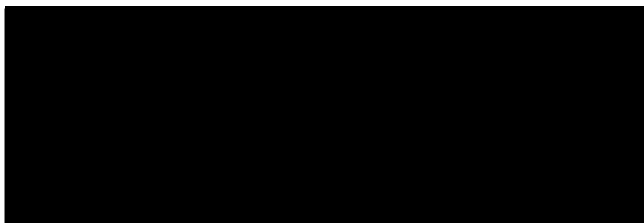
At the close of business on 07/12/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,



Post Office Review Coordinator  
420 NATURAL RESOURCES DR  
LITTLE ROCK, AR 72205-4100



**A. Office**

Name: EAST CAMDEN State: AR Zip Code: 71701  
Area: SOUTHWEST District: ARKANSAS PFC  
Congressional District: AR04 County: Ouachita  
EAS Grade: 0 Finance Number: [REDACTED]  
Post Office: ☐ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by: [REDACTED]  
Title: ARKANSAS PFC Post Office Review Coordinator  
Tele No: [REDACTED]

Date: 06/29/2011

Fax No: [REDACTED]

**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 05/11/2011

Postal Customers of the East camden Branch: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the East camden Branch, which was posted 05/11/2011 through 07/12/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the East camden Branch who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dennis Schnebele".

DENNIS SCHNEBELEN  
420 NATURAL RESOURCES DR  
LITTLE ROCK, AR 72205-4100





06/29/2011

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the East Camden Branch. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Jackie Stubitsch at (501) 228-4171.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dennis Schnebelen".

Dennis Schnebelen  
Manager, Post Office Operations  
420 Natural Resources Dr  
Little Rock, AR, 72205-4100



**A. Office**

Name: EAST CAMDEN State: AR Zip Code: 71701  
Area: SOUTHWEST District: ARKANSAS PFC  
Congressional District: AR04 County: Ouachita  
EAS Grade: 0 Finance Number: [REDACTED]  
Post Office: ☐ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: [REDACTED]  
Title: ARKANSAS PFC Post Office Review Coordinator  
Tele No: [REDACTED]

Date: 06/29/2011

Fax No: [REDACTED]

## Analysis of 60-Day Posting Comments

### Number of comments returned

Total questionnaires distributed

Favorable comments

Unfavorable comments

No opinion expressed

Total comments returned

### Postal Concerns

The following postal concerns were expressed

1. Concern (Unfavorable)

Response

### Nonpostal Concerns

The following nonpostal concerns were expressed



PROPOSAL TO CLOSE  
THE EAST CAMDEN, AR BRANCH  
AND CONTINUE TO PROVIDE  
SERVICE BY INDEPENDENT POST OFFICE  
(REVISED)

DOCKET NUMBER 1438579 - 71701

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the East Camden, AR Branch and provide delivery and retail services by independent post office under the administrative responsibility of the Camden Post Office, located four miles away.

The office is being studied for possible closing or consolidation due to the following reasons: this is a finance station of Camden. No deliveries. Only PO Boxes and a retail unit.

The East Camden Branch, 08:00 - 16:30 Monday - Friday, 10:00 - 12:00 Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to [REDACTED] post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged [REDACTED] transaction(s) accounting for [REDACTED] (s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by independent post office. Office receipts for the last 3 years were: [REDACTED] (units) in FY [REDACTED]

On April 25, 2011, representatives from the Postal Service were available at to answer questions and provide information to customers. 0 customer(s) attended the meeting.

On March 11, 2011, 111 questionnaires were distributed to delivery customers of the East Camden Branch. Questionnaires were also available over the counter for retail customers at the East Camden Branch. 57 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 53 unfavorable, and 3 expressed no opinion.

One congressional inquiry was received on March 08, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Camden Post Office, an [REDACTED] level office. Window service hours at the Camden Post Office are from 08:00 16:30, Monday through Friday, and 10:00 12:00 on Saturday. There are [REDACTED] post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
2. **Concern:** Customers felt the level of service was decreasing

**Response:** The customer expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
3. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:** The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
4. **Concern:** Customers wanted to know why the customer lines were so long at the adminoffice Post Office

**Response:**

The customer expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster so can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

5. **Concern:**

Customers were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

6. **Concern:**

Customers were concerned about senior citizens

**Response:**

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

7. **Concern:**

**Response:**

8. **Concern:**

this is a Station of the Camden Post Office, no community meeting is required

**Response:**

**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a manager position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

**II. EFFECT ON COMMUNITY**

East Camden is an unincorporated community located in Ouachita County. The community is administered politically by City of Camden. Police protection is provided by the City of Camden Police Dept. Fire protection is provided by the City of Camden Fire Dept. The community is comprised of commuters, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: see attached PLUS: General Dynamics Rt 1 Box 195 A Hampton AR 71744 Harmony Grove School District 401 Ouachita 88 Highland Machine works 315 HWY 274 McKelvin & Sons Inc 114 Ouachita 203 . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the East Camden Branch will be available at the Camden Post Office. Government forms normally provided by the Post Office will also be available at the Camden Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

Any Employees assigned to this facility will be relocated with the Postal Service.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of [REDACTED] with a breakdown as follows:

Clerk Savings  
Fringe Benefits @ 33.5%  
Annual Lease Costs  
  
Total Annual Costs  
Less Annual Cost of Replacement Service  
  
Total Annual Savings



### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the East Camden, AR Branch and provide delivery and retail services by independent post office under the administrative responsibility of the Camden Post Office, located four miles away.

The East Camden Branch provided delivery and retail service to [REDACTED] PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged [REDACTED]. There are seven permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated [REDACTED] annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

[REDACTED]

Manager, Post Office Operations

05/11/2011  
Date



U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 02/28/2011
2. Post Office Name EAST CAMDEN		3. State and ZIP + 4 Code AR, 71701-7385		
4. District, Customer Service ARKANSAS PFC	5. Area, Customer Service SOUTHWEST	6. County Ouachita	7. Congressional District AR04	
8. Reason for Proposal to Discontinue this is a finance station of Camden. No deliveries. Only PO Boxes and a retail unit.		9. PO Emergency Suspend(Reason and Date) No Suspension		10. Proposed Permanent Alternate Service
<b>11. Staffing</b>				
a. <input type="checkbox"/> PM Occupied <input checked="" type="checkbox"/> PM Vacancy Reason & Date: 1 01/01/1900				
b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career				
c. Current PM POSITION Level (150) EAS-11 Downgraded from EAS-0				
d. No of Clerks- 1 No of Career- 1 No of Non-Career- 0				
e. No of Others- 0 No of Career- 0 No of Non-Career- 0				
<b>12. Hours of Service</b>				
a. Time M-F 08:00 - 16:30		Sat 10:00 - 12:00		Total Window Hours Per Week
a. Lobby Time M-F 24 hrs		Sat 24 hrs		46.50
<b>13. Number of Customers Served</b>				
a. General Delivery				
b. P.O. Box				
c. City Delivery				
d. Rural Delivery				
e. Highway Contract Route Box				
f. Total				
g. No. Receiving Duplicate Service				
h. Average No. Daily Transactions				
<b>14. Daily Volume (Pieces)</b>				
Types of Mail		Received Dispatched		
a. First-Class				
b. Newspaper				
c. Parcel				
d. Other				
e. Total				
f. No. of Postage Meters				
g. No. of Permits				
Receipts		b. EAS Step 1 PM Basic Salary (no Cola)		
		c. PM Fringe Benefits (33.5% of b.)		
<b>15a. Quarters</b>				
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 04/30/2015 Annual Lease \$ 9420				
30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)				
Located in <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
<b>16b. Explain</b>				
17. Schools, Churches and Organization in Service Area: see attached		19. Administrative/Emanating Office (Proposed): Name CAMDEN EAS Level [redacted] Miles Away 4.5 Window Service Hours: M-F 08:00 16:30 SAT 10:00 12:00 Lobby Hours: M-F 24 hrs SAT 24 hrs PO Boxes Available [redacted]		
18. Businesses in Service Area: see attached PLUS: General Dynamics Rt 1 Box 195 A Hampton AR 71744 Harmony Grove School District 401 Ouachita 88 Highland Machine works 315 HWY 274 McKelvin & Sons Inc 114 Ouachita 203		20. Nearest Post Office (if different from above): Name CAMDEN EAS Level [redacted] Miles Away 4.5 Window Service Hours: M-F 08:00 16:30 SAT 10:00 12:00 Lobby Hours: M-F 24 hrs SAT 24 hrs PO Boxes Available [redacted]		
<b>21. Prepared by</b>				
[redacted] LITTLE ROCK, AR				

PS Form 4920, June 1993



---

05/11/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
EAST CAMDEN  
Docket Number 1438579 - 71701





This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.



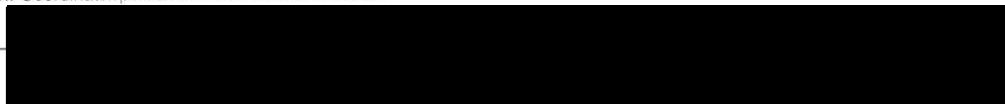
District Manager

## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: EAST CAMDEN, AR, 71701-7385  
EAS Level:   
District: ARKANSAS PFC  
County: Ouachita  
Congressional District: AR04  
Proposal: ☒ Close ☐ Consolidate  
Reason For Proposed: 1  
Alternate Service Proposed: Independent Post Office  
Customers Affected:   
Post Office Box:   
General Delivery:   
Rural Route:   
Highway Contract Route (HCR):   
City Route:   
Intermediate Rural:   
Intermediate HCR:   
Total number of customers: 

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
01/01/1900	Postmaster vacancy occurred. Reason: 
	OIC: Career:  Noncareer:  Other Employees: 
02/01/2011	District manager authorization to study.
03/11/2011	Questionnaires sent to customers. Number sent: 111 Number Returned: 57 Analysis: Favorable 1 Unfavorable 53 No Opinion 3
	Petition received. Number of signatures: 0 Concerns expressed:
03/08/2011	Congressional inquiry received: Yes Concerns expressed: detrimental to business (industrial park)
06/29/2011	Proposal and checklist sent to district for review.
05/11/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
06/29/2011	Proposal and invitation for comments posted and round-dated.
05/11/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 1 No Opinion 0 0
None	Premature PRC appeal received. Concerns expressed:
02/28/2011	Updated PS Form 4920 completed (if necessary).
05/11/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:



District Post Office Review Coordinator

Telephone Number